

# BUSINESS DEVELOPMENT MANAGER



G I L B E R T , A R I Z O N A

## **UNIQUE OPPORTUNITY**

This is an exceptional opportunity to help shape the future development of one of Arizona's most attractive and livable communities. This vacancy exists due to the recent promotion of the former Manager to the Director of Development Services position.



## THE COMMUNITY

Gilbert, Arizona is a family friendly, rapidly growing community of 190,000 in Maricopa County, about 15 miles southeast of Phoenix. Neighboring cities are Tempe, Mesa, Chandler, and Queen Creek. Gilbert's roots date to the early 1900's when it was primarily a farming community fueled by the construction of the Roosevelt Dam and the Eastern and Consolidated Canals in 1911. Gilbert was known to many as the "Hay Capital of the

World" until the late 1920's. Today, Gilbert is experiencing exponential growth. In 1980 the population was 5,717 and in January of 2000 it was 105,000. The most

current estimates peg Gilbert's population at over 190,000. Gilbert has 72 square miles in its planning area, most of which has been incorporated. Gilbert will reach build-out at an estimated population in excess of 325,000 within approximately 15 years. Gilbert's growth profile will be changing significantly as commercial and employment users populate the open land adjacent to the recently completed

Santan Loop 202 Freeway through the community.

Over five million square feet of retail and employment uses have been approved for construction over the next two years.

Gilbert's median household income of \$68,032 compares to a Greater Phoenix average of \$44,623. Over 94% of the adults in Gilbert have graduated from high school and over 36% have a Bachelor Degree or higher, compared to 25% in the greater Phoenix area. Gilbert's median age is 30.1 years and there are 3.1 persons per household unit. With a very balanced housing profile, the most recent median home sales prices in Gilbert range from \$300,000 to \$350,000, compared to \$263,000 for the whole of Maricopa County.

Gilbert's three school districts, Gilbert Unified, Higley Unified, and Chandler Unified, have met the challenge of the community's substantial growth, as evidenced by aggressive physical plant construction, the hiring of hundreds of new teachers per year, and high school ACT/SAT test scores that are well above both state and national averages. The secondary schools participate in the *National Renaissance Program*. Gilbert Unified has been designated as a "Blue Ribbon District" by *Expansion Magazine*—a publication for site selection professionals in the business world.

In addition to the Gilbert School Districts, major employers in Gilbert include: GoDaddy (internet domain service), General

Dynamics C4 Systems (aerospace and aviation), Mercy Gilbert Medical Center (healthcare), and a broad spectrum of businesses representing both the contracting and retail sectors of the local economy.

Recreational amenities in the community include dozens of golf courses within a few minutes drive, five local golf courses, several parks, a riparian preserve (innovative 100+ acre dual purpose wetlands wildlife preserve and wastewater recharge facility), a large regional library, miles of hiking, equestrian and bike paths and trails, and five nearby lakes. Major regional activities include college football's *Fiesta Bowl*, NBA basketball (Phoenix Suns), NFL football (Arizona Cardinals), Major League Baseball (Arizona Diamondbacks), Major League Baseball Spring Training (Arizona Cactus League featuring 12 teams), NHL hockey (Phoenix Coyotes), Arizona State University sports, and PGA/LPGA golfing events.

## TOWN GOVERNMENT

Incorporated in 1920, Gilbert is a General Law community governed by the Council/Manager form of government. There are six Council Members and a directly elected Mayor elected at-large to four year overlapping terms. The Council appoints the Town Manager who serves as the administrative head of Gilbert's seven major departments that include: Community Services, Fire, Police, Public Works, Development Services, Support Services, and Prosecutor.

Dedicated to citizen participation, Gilbert has eighteen advisory boards and commissions appointed by the Council. Major boards and commissions include the: Design Review Board, Economic Development Advisory Board, Planning Commission, Redevelopment Commission, Parks and Recreation Advisory Board, Arts Advisory Board, Human Relations Commission, Community Activities Board, and the Mayor's Youth Advisory Board.

Gilbert's budget for 2006-2007 reflects overall appropriations of \$866 million, including a General Fund budget of \$140 million. Major sources of General Fund revenue are local sales tax and state-shared revenues. Total staffing for Gilbert exceeds 1,150 FTE's. To keep pace with community growth, Gilbert has added over 230 new positions to the budget over the past three years. Gilbert's leaders have a well-established and ongoing Continuous Quality Improvement effort aimed at enhancing service to both internal and external customers. Gilbert officials are also seeking a positive balance between employment and housing.

Signs of the transition from suburban residential development in Gilbert include a regional mall, a retail lifestyle center, auto malls, and numerous retail power centers; three hospitals; and conversion of Williams Air Force Base to a mix of employment, education (ASU Polytechnic and Chandler Gilbert Community College) and charter, flight training, and private air service uses.

## BUSINESS DEVELOPMENT MANAGER

Reporting to the Development Services Director, the Business Development Manager is responsible for directing the operations and activities of the Business Development Division including the management of all economic development





programs, including business recruitment and marketing activities to attract employers to Gilbert; redevelopment; and business retention/expansion activities. The Business Development Manager serves as staff liaison to Gilbert's Economic Development Advisory Board and Gilbert's Redevelopment Commission. Business Development Division resources include a staff 6 FTE and an annual operating budget of approximately \$8.7 million (including \$4.7 million in economic development incentives) and a \$4.7 million redevelopment budget (capital projects). The Development Services Department operates with the help of 110 staff members and an annual operating budget of \$19.2 million.

### Challenges

While the growth rate in Gilbert remains significant, residential development will eventually exhaust all land designated for residential growth. The resulting impact on the community and municipal services from this change will be significant. The Development Services Management Team will play a lead role in efforts to maintain Gilbert's economic vitality during this transition, with a shift in focus to more employment and commercial growth. The completion of the Santan Loop 202 Freeway has provided for more retail and employment opportunities. As Gilbert approaches build-out, Development Services will lead the transition from all residential development to sustainable development and redevelopment. The new Manager will play a vital role in shaping the future development of this vibrant community.

Among the primary issues and priorities the new Manager will need to address include:

- **Redevelopment** – providing oversight of the redevelopment of Gilbert's downtown core, along with the older industrial areas of Gilbert (transitioning these areas to more modern industrial uses). The downtown redevelopment area (Heritage District) includes developing a 120,000 square foot mixed-use center, the Water Tower Park, Western Canal Powerline Trail Park, and the redevelopment of a 15,000 square foot mixed-used project at the entry to the District. Business Development is currently finalizing an update to the Heritage District Redevelopment Plan.
- **Preferred Company Environment** – Gilbert is targeting specific businesses to attract to our community. Underway is a study exploring the feasibility of attracting the women's health and holistic medicine areas to Gilbert as part of Phase 1 of a potential 3-phase research project.

- **Development Services Coordination** – teaming with other divisions in Development Services to provide for the quality development and redevelopment of Gilbert as the Town continues to grow and mature. This includes coordinating with Planning and Development Services to establish taller building heights in select areas of the community.
- **Stakeholder Relations** – establishing/maintaining relationships with a variety of key stakeholders to Development Services is vital. These include management team members in Development Services, other Departments, Town Council, citizens, Gilbert Chamber of Commerce, East Valley Partnership, GPEC (Greater Phoenix Economic Council), and the Arizona Department of Commerce.

The culture of the Gilbert organization is team-oriented with an emphasis on interdepartmental collaboration. As such, the new Manager must be comfortable in an environment that is not "chain of command", and be supportive of a collaborative management approach that places trust and a certain level of independence in the Development Services staff.

## IDEAL CANDIDATE

The ideal candidate is a visionary and creative community-oriented economic development professional who has demonstrated success in leading a proactive business development group that embraces community interaction. Competitive individuals will have strong people management skills and be capable of fostering leadership and innovation at all levels. Impressive candidates will have a history of increasingly responsible management experience in a dynamic, fast-paced environment. The successful candidate will be capable of managing highly complex issues in the context of an overall management team open to change and innovation. Substantial experience with community and media relations and a demonstrated ability to create a collaborative relationship and spirit with a variety of stakeholders is of the utmost importance. A history of demonstrating a commitment to staff development and empowerment will also be considered favorably. Gilbert seeks candidates who are proactive and forward thinking. Experience dealing with the challenges of a high growth environment would be beneficial. Successful candidates will have a demonstrated ability to practice and apply accountability, Continuous Quality Improvement (CQI), and effective staff mentoring. To be a successful complement to the Department's Management Team, highly qualified candidates will be collaborative team players, superior problem solvers, notably innovative, as well as confident





communicators. A healthy sense of humor and an optimistic attitude will complement this energetic and dedicated team.

### Education and Experience

Serious candidates will have a Bachelor's degree in economic development, marketing, or closely related field, supplemented by substantial relevant experience in implementing economic development programs, staff development, community partnering, local government budgeting, and CQI in a development related environment. CECD certification is also required; Master's degree is highly desirable. The person hired will also need to maintain a valid Arizona driver's license. In addition to the above, Gilbert municipal leaders have further stated that the ideal candidate should have the following attributes:

- Excellent consensus building, conflict resolution, and listening skills
- Earns and commands respect, as opposed to demanding it
- Track record of building coalitions of support
- Well-honed negotiating skills
- Solid understanding of redevelopment principles and practices
- Collaborative, engaging style in dealing with stakeholders
- Excellent interpersonal skills and a mentoring management style
- High degree of personal and professional integrity
- Skill in effective budget administration
- Ability to champion Gilbert's organizational values
- Passion for public service and strong customer service ethic
- Politically astute without being political
- Superior communicator who can quickly cultivate internal and external trust and confidence with a variety of audiences; skilled in making public presentations
- Responsive to community concerns; sensitive to a diverse group of stakeholders
- Persuasive, confident, and calm under pressure
- Values professional development and growth
- Fair, honest with a good sense of humor

## COMPENSATION AND BENEFITS

Appointment may be made anywhere in the salary range that has a maximum of \$103,909. Gilbert's competitive benefit package includes:

- Retirement (Arizona State Retirement System)
- Medical Insurance
- Paid Holidays (10)
- Vacation (up to 18 days annually)
- Sick Leave (12 days annually with a buyback provision)
- Bereavement Leave (up to 3 days annually)
- Short and Long Term Disability Insurance
- Flexible Spending Account (IRS 125 pre-tax deductions)
- EAP (Employee Assistance Program is paid by the Town and covers up to 10 sessions per year per issue for employee and dependents.)
- Optional Deferred Compensation and Other Savings Programs
- Tuition Reimbursement (maximum \$5,000 per year)
- Optional Financial Planning Services
- Life Insurance (equal to annual salary)
- Auto Allowance

## APPLICATION AND SELECTION PROCESS

For additional information regarding this position contact Stuart Satow at:



CPS Executive Search  
241 Lathrop Way • Sacramento, CA 95815  
Tel: 916-263-1401 • Fax: 916-561-7205  
Email: [resumes@cps.ca.gov](mailto:resumes@cps.ca.gov)

CPS Executive Search website: [www.cps.ca.gov/search](http://www.cps.ca.gov/search)

**The final filing date is Friday, June 15, 2007.** Applicants should submit a resume, cover letter, indication of current salary, and a list of three work-related reference sources (who will not be contacted in the early stages of the recruitment) to CPS Executive Search by the final filing date. The resume should reflect both months **and** years of beginning and ending dates of positions held. Also indicate the size of budget and staff you have managed.

Following the final filing date, resumes will be screened in relation to the criteria outlined in this brochure. Preliminary screening interviews will be conducted by late June with those whose overall credentials are deemed most qualifying. Gilbert officials will then invite a small number of candidates to compete in a final selection process by late July. An appointment is expected in August, following extensive background and reference checks.